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## **Personal Care/Services Phase One Reopening Strategy in Response to COVID-19**

April 23, 2020

Working together, Montanans have succeeded in limiting the person-to-person spread and impacts of COVID-19. This has presented an opportunity to begin a phased reopening of businesses that were previously required to be closed. A directive issued by the governor on April 22 specifically allows for resumption of Personal Care/Services businesses. This includes salons, massage, body art, and similar businesses. These operations require close personal contact for an extended period of time, which exposes staff and customers to greater levels of risk. Consequently, these businesses are **required to take the following specific precautions** during Phase One:

1. Assess the health of all employees at the beginning of each shift. Anyone with respiratory symptoms must be sent home.
2. Screen customers for symptoms prior to their appointment. Customers who have any respiratory symptoms must be rescheduled.
3. Require staff and customers to wear a face mask when practical.
4. Provide 6 feet of physical distance between stations. A station is defined as including stylist / artist / service-provider and customer. This may require:
  - a. Reducing total numbers of people in the business at one time;
  - b. Increasing spacing, removing stations, or marking stations as closed;
  - c. Providing a physical barrier between stations;
  - d. Reducing seating in service and waiting areas; or
  - e. Reducing the amount of contact time between customers and staff.
5. Close common areas where personnel are likely to congregate and interact, or enforce strict social distancing protocols.
6. Close waiting areas where adequate physical distancing cannot be maintained. Encourage customers to call for a reservation or appointment, or use an online waiting-list application.

Lewis and Clark Public Health has the following **additional guidance** to help protect staff and customers from disease.

1. **Develop a written plan** to manage Phase One operations. Be sure to address any issues unique to your operations and location.
2. **Use cloth face masks** that fully cover the mouth and nose.

- a. A cloth face covering will help contain any respiratory droplets from the wearer and protect other people. You can spread COVID-19 to others even if you do not feel sick.
- b. The cloth face cover is not a substitute for social distancing and good personal hygiene.
- c. You can make cloth face coverings at home purchase them. If you want to make your own face mask, there are lots of patterns and instructions available. Here are two patterns that are recommended by reliable sources:

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html>

St. Peter's Health:

<https://www.sphealth.org/sites/default/files/making%20a%20basic%20mask%204.6..20.pdf?1586198571129>

- d. If you would like to donate cloth face coverings, visit [Volunteer Helena](#) to find out how.
3. **Encourage hand and respiratory hygiene**, as well as cough etiquette, by customers and employees. If possible, place alcohol-based hand sanitizer, tissues, and trash receptacles at every entrance.
    - a. Provide tissues and no-touch disposal receptacles throughout the facility.
    - b. Provide hand-washing facilities with soap and water and single-use towels. If soap and water are not readily available, provide an alcohol-based hand sanitizer with at least 60% alcohol. Place hand sanitizers in several locations to encourage hand hygiene.
    - c. Discourage handshaking and encourage the use of other noncontact methods of greeting.
  4. **Routinely clean** all surfaces occupied by customers. In addition, clean all frequently touched surfaces, such as doorknobs, handrails, and light switches. Use the cleaning agents that you usually use in these areas, and follow the directions on the labels.

If you have questions or need technical assistance, please call Lewis and Clark Public Health at 457-8900. Thank you for protecting our community from COVID-19.

**If you suspect Coronavirus, contact your medical provider.**

**For a link to this document and other local information:** [www.lccountymt.gov/covid-19](http://www.lccountymt.gov/covid-19)